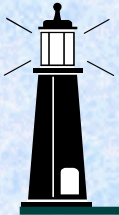


Components of Cultural Competency

State Health Insurance Assistance Programs

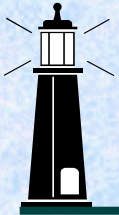
- Culture is learned and shared knowledge, beliefs and rules that people use to interpret ex
- C
fu



Key Point for Video Role Plays

State Health Insurance Assistance Programs

- Role plays are intended to give general ideas or conceptions when counseling people from culturally diverse backgrounds, but do not apply to all situations.

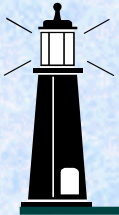


Inappropriate Role Play One

State Health Insurance Assistance Programs

- Inf
- M
gre
no

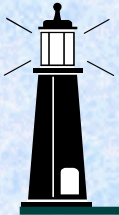
• Ra
- M
bus
Gc



Inappropriate Role Play One

State Health Insurance Assistance Programs

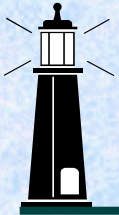
- La
- N
ex] e
pro
- Se
- N
wi
col



Inappropriate Role Play One

State Health Insurance Assistance Programs

- We
- Mr. Smith
we
qu
• Pe
- Mr.
wa
aft



Appropriate Role Play One

State Health Insurance Assistance Programs

- Inf

- M

- off

- for

- ask

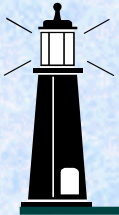
- Co

- M

- inc

- beg

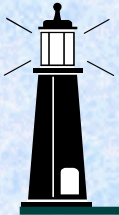
;



Appropriate Role Play One

State Health Insurance Assistance Programs

- La
- M
En
use
• Se
- M
pu
to
ion



Appropriate Role Play One

State Health Insurance Assistance Programs

- Pri

- M

- wh

- anc

lez
rk,

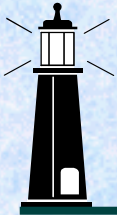
- Pe

- M

- cul

- int

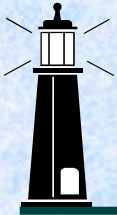
S



Inappropriate Role Play Two

State Health Insurance Assistance Programs

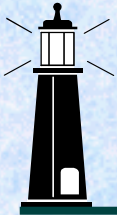
- Self-Reliance/Physical Assistance:
 - Al assumes that since Katherine has a disability she cannot move independently.
- Patronization:
 - Al uses “dear” and “honey” which makes Katherine uncomfortable.



Inappropriate Role Play Two

State Health Insurance Assistance Programs

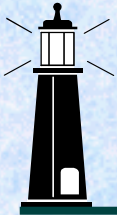
- Fascination with Disability:
 - Al blatantly stares at Katherine's wheelchair when she enters his office.
- Work and Health Insurance Status:
 - Al displays amazement that Katherine is able to drive and work.



Inappropriate Role Play Two

State Health Insurance Assistance Programs

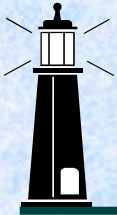
- Language
 - Al speaks slowly and deliberately in a high voice assuming that Katherine's has other disabilities other than being in a wheelchair.



Appropriate Role Play Two

State Health Insurance Assistance Programs

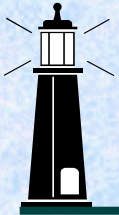
- Self-Reliance/Physical Assistance:
 - Al asks Katherine if she needs assistance, the ... and
 - res
- Pat
 - W
 - rap
 - “de



Appropriate Role Play Two

State Health Insurance Assistance Programs

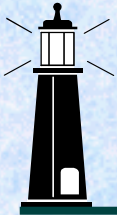
- Fascination with Disability:
 - Al maintains eye contact with Katherine throughout their conversation.
- Work and Health Insurance Status:
 - Al's remarks concerning Katherine's job respect her wish to be treated as an individual.



Appropriate Role Play Two

State Health Insurance Assistance Programs

- Language:
 - Al speaks normally to Katherine throughout the counseling session.



Help Hints for Counseling

State Health Insurance Assistance Programs

- Develop rapport and trust
- Use open-ended questions
- Make
- Be tical
balanced